

Communications Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory March 2014

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
LEC1001 CLC1001	AT&T California	Billing	Bill Adjustment	8
		Billing	Bill Not Received	2
		Billing	Bundled Services	4
		Billing	Cramming	3
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	20
		Billing	Other Charges	13
		Billing	Out of Service Credit - OOS	2
		Lifeline	LLB Address Error	3
		Lifeline	LLB Application Request	13
		Lifeline	LLB Approved for Discount	5
		Policy and Practices	Abusive Marketing	7
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Robo Calls/ADAD	3
		Policy and Practices	Safety	4
		Service	Call Quality	13
		Service	Delayed Orders/Missed Appointments	11
		Service	Disconnected In Error	5
		Service	Disconnection Non Payment	1
Service	Number Portability - Wireless or Landline	2		
Service	Outage	21		
			Total ICs	144
CLC5002, IEC5002, CLC6346, IEC6346	AT&T Corp.	Billing	Bill Adjustment	2
		Billing	High Bill	1
		Billing	Other Charges	1
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	5
IEC5800	AT&T Long Distance	Billing	Cramming	1
		Billing	Early Termination Fee - ETF	1
CEC3021	AT&T Mobility	Billing	Bill Adjustment	9
		Billing	Bundled Services	3
		Billing	Cramming	2
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	7
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	4
		Service	Call Quality	1
		Service	Disconnection Non Payment	1

Utility Code	Utility Name	Category	Subcategory	Count
CLC5807	Call America	Service	Disconnected In Error	1
			Total ICs	1
CLC6446	Cbeyond Communications, LLC	Billing	Early Termination Fee - ETF	1
			Total ICs	1
CLC5335, IEC5335	CenturyLink QCC	Billing	Cramming/3rd Party Billing	1
			Total ICs	1
CLC6878	Charter Fiberlink CA-CCO, LLC	Billing	Bundled Services	2
		Billing	Other Charges	1
		Service	Outage	1
			Total ICs	4
CLC5698, IEC5698	Comcast Digital Phone	Billing	Other Charges	1
		Billing	Payment Error	1
		Policy and Practices	Safety	1
		Service	Delayed Orders/Missed Appointments	2
		Service	Number Portability - Wireless or Landline	1
	Total ICs	6		
CER4328	Consumer Cellular,	Billing	Other Charges	1
			Total ICs	1
CLC5684, IEC5684	Cox, Cox Communications, Cox Business	Billing	Other Charges	1
		Lifeline	LLB Application Request	3
		Lifeline	LLB Approved for Discount	1
			Total ICs	5
CEC3076	Cricket Communications, Inc.	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Lifeline	LLB Application Request	1
			Total ICs	3
DVS1103	Datavo, Inc.	Service	Outage	1
			Total ICs	1
CLC5429	Frontier Communications of	Billing	Early Termination Fee - ETF	1
			Total ICs	1
IEC5685	Global Crossing Local Services, Inc.	Service	Number Portability - Wireless or Landline	1
			Total ICs	1
IEC5680	Global Tel*Link Corporation	Billing	High Bill	1
			Total ICs	1
CLC5941	Level 3 Communications, LLC	Billing	Slamming	1
			Total ICs	1
IEC5864	Locus Telecommunications,	Billing	Other Charges	1
			Total ICs	1
IER7048	Long Distance Access, Inc.	Billing	Slamming	1
			Total ICs	1
IER6532	Long Distance Consolidated	Billing	Slamming	1
			Total ICs	1
CEC3079	Metropcs California, LLC	Billing	Bill Adjustment	1
			Total ICs	1
CLC6097	Paetec Communications, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
IEC6005	Peak Communications, Inc.	Billing	Slamming	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	High Bill	1
		Billing	Slamming	3
		Policy and Practices	Abusive Marketing	1
			Total ICs	5
IER6882	Quasar Communications	Billing	Slamming	1
			Total ICs	1
CER4387	Reachout Wireless	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	8
			Total ICs	9
CLC5112, IEC 5112	Sprint Communications Company, LP	Billing	Bill Adjustment	1
			Total ICs	1
CER4332	Sprint PCS	Billing	Bill Adjustment	1
		Billing	Bundled Services	1
		Billing	Early Termination Fee - ETF	1
			Total ICs	3
PCC3064	Sprint Telephony PCS, LP	Billing	Bill Adjustment	3
		Billing	Disputed Customer of Record	1
		Billing	Other Charges	1
		Service	Call Quality	2
		Service	Dead Zones/Dropped Calls	1
		Service	Number Portability - Wireless or Landline	1
			Total ICs	9
CLC5535	Talk America, Inc.	Billing	Bill Adjustment	1
			Total ICs	1
IER6804	Tele Circuit Network	Billing	Cramming/3rd Party Billing	1
			Total ICs	1
IEC7244	Telecircuit Network Corporation	Billing	Slamming	2
			Total ICs	2
IER6725	Teledias Communications, Inc	Billing	Slamming	1
			Total ICs	1
CLC5248 CLC5721 IEC5248	Telepacific Communications	Billing	High Bill	1
		Billing	Other Charges	1
		Billing	Out of Service Credit - OOS	1
		Service	Call Quality	1
		Service	Delayed Orders/Missed Appointments	1
	Total ICs	5		
CER4380	Telscape Communications, Inc.	Lifeline	LLB Federal Program/Equipment	1
			Total ICs	1
CLC6874, CLR6874, IEC6874	Time Warner Cable	Billing	Bundled Services	2
			Total ICs	2
CEC3056	T-Mobile	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	1
		Billing	Other Charges	3
		Billing	Payment Error	1
		Service	Call Quality	2
	Total ICs	9		
CER4374	Touchtone Communications,	Billing	High Bill	1
			Total ICs	1
CER4231	Tracfone Wireless	Service	Call Quality	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CLC5253, IEC5253	Verizon Access Transmission Services	Billing	Bill Adjustment	1
			Total ICs	1
LEC1002, CLC1002	Verizon California, Inc.	Billing	Bill Adjustment	3
		Billing	Bundled Services	9
		Billing	Cramming/3rd Party Billing	1
		Billing	High Bill	8
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	2
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	1
		Billing	Slamming	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	4
		Lifeline	LLB Approved for Discount	4
		Lifeline	LLB New Phone Service Not LL Eligible	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	Safety	2
		Service	Call Quality	7
		Service	Delayed Orders/Missed Appointments	3
		Service	Number Portability - Wireless or Landline	3
		Service	Outage	9
		Service	Refusal To Serve	1
	Total ICs	64		
CEC3029	Verizon Wireless	Billing	Bill Adjustment	4
		Billing	Bundled Services	2
		Billing	Early Termination Fee - ETF	4
		Billing	High Bill	6
		Billing	Other Charges	5
		Service	Call Quality	2
		Service	Dead Zones/Dropped Calls	1
			Total ICs	24
CER4327	Virgin Mobile USA	Lifeline-Billing	LLB Application Request	3
		Lifeline	LLB Approved for Discount	1
		Lifeline-Billing	LLB Federal Program/Equipment	6
			Total ICs	10
CLC5553	XO Communications Services	Billing	Other Charges	1
			Total ICs	1
Total ICs Sent ¹				368

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.